

Appendix 1: Equality Action Plan

Agreed Objectives					
Objectives (What do we want to achieve?)	Action (How will we do it?)	Performance Measure (How do we know if it's successful?)	Timescale (When?)	Lead Person	Resources
Raising awareness of equal opportunities (i.e. newsletters, tenants handbooks, etc.)	1. Publish annual equality articles in newsletters	Publication of newsletter articles	Ongoing	Director	Staff time to write articles
	2. Develop an equalities & human rights section of the tenant's handbook	Inclusion of new section in tenant handbook	31/3/23	Housing Manager	Printing costs
	3. Develop leaflet summarising key points of NVHA's equality policy and publicising NVHA's commitment to Equal Opportunities	Development of leaflet	31/10/22	Director	Printing costs and staff time
	4. Display equality leaflet at reception, on website and make it available on request	Promotion and distribution of leaflet	Ongoing	Director	Resources and staff time
	5. Increased use of social media i.e. Facebook	Increased use of social media	30/9/22	Director	Resources and staff time
Ensure all staff and committee members are aware of NVHA's commitment to, and obligations in relation to, equality and diversity	1. To ensure all staff and committee receive specific equalities training and sign a declaration to confirm they have attended the training, have understood it and agree to act appropriately at all times	Provision of relevant training and support	Ongoing	Director	Resources and staff time
	2. To raise awareness of NVHA's commitment to equality & diversity as part of the induction process for new staff and committee	Provision of relevant induction training	Ongoing	Director	Resources and staff time

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Ensure no one is discriminated against due to belonging to any of the protected characteristics outlined in the equality act or any other groups identified in NVHA's policy	1. To ensure NVHA's commitment to equalities and human rights is clearly displayed in its premises and on its website. To help ensure anyone experiencing discrimination knows they can approach NVHA for support	Development and display of information	30/9/22	Director	Resources and staff time
	2. To ensure the information displayed underlines NVHA's zero tolerance to discrimination, which will also be emphasised in staff and committee codes of conduct and tenancy agreements				
	3. To update NVHA's policy and action plan to reflect changes to relevant legislation or regulation as, and when, required	Policies and Action plan reviewed as and when required	Ongoing	Director	Resources and staff time
	4. Committee will get regular reports on monitoring information regarding equalities data and quarterly complaints reports highlighting any complaints relating to discrimination or equal opportunities	Development of biannual reporting framework to Management Committee	31/10/22	Director	Resources and staff time

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Review NVHA's Equality Impact Assessment (EIA) tool*. <i>* This ensures policy development/reviews promote equal opportunities and do not disadvantage any protected characteristics</i>	1. To review and revise NVHA's EIA tool to reflect good practice in social housing, and ensure the tool is as straight-forward to use as possible	Revision of the EIA tool	30/9/22	Director	Resources and staff time
	2. To train all staff involved in policy development and review, in the use EIAs	All relevant staff receiving training	31/10/22	Director	Resources and staff time
Develop partnership arrangements with organisations who support with potential tenants with specific needs (i.e. physical or mental health issues, learning difficulties, etc.)	1. Continue to consider referrals for allocations from organisations supporting tenants with particular needs (including Fair Deal, SAMH, etc.)	Continue to operate an allocations system which has with sufficient flexibility to respond to community needs	Ongoing	Housing Manager	Resources and staff time
	2. NVHA will support various partner organisation (where appropriate) to provide tailored tenancy support	Developing formal frameworks for supporting tenants in consultation with supporting organisations	Ongoing	Housing Manager	Resources and staff time
	3. Aim to develop relationships with tenants and their support organisations through forum meetings	Holding forum meetings with tenants and support groups	Ongoing	Housing Manager	Resources and staff time
	4. Review these forums meeting to assess their effectiveness	Forum meetings procedures reviewed and adapted as appropriate	Ongoing	Housing Manager	Resources and staff time
	5. Use these forum meetings to build the confidence of supported tenants to join and contribute to NVHA mainstream groups	Tenants with specific support needs attending mainstream meeting and groups	Ongoing	Housing Manager	Resources and staff time

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Sign-posting of tenants to support groups / organisations	1. To develop NVHA's knowledge of the various local supporting organisations who can provide support to tenants with specific needs	Delivering a training session which will provide an overview of the support and funding landscape, and give an overview of the role of key support organisations (i.e. SAMH, Fair Deal)	Ongoing	Housing Manager	Cost of training including printing, training materials and any fees payable (trainer fees, venue costs etc).
	2. To effectively sign-post tenants and potential tenants to support organisations	To provide literature relating to key support organisations	Ongoing	Housing Officers	Staff time to gather and update information.
	3. To ensure staff gather and record relevant support information provided to tenants (and prospective tenants) who contact NVHA	Gathering and recording information in accordance with laws and regulations	Ongoing	Housing Manager	Staff time and resources
Support partner organisations working with local children	1. NVHA will continue to provide financial support to organisations through its fund for young people's activities	Provision of financial support	Ongoing	Director	Provision of funding for these activities
	2. Support organisations to secure funding from other organisations i.e. provide references for funding applications	Securing of funding from other organisations	Ongoing	Director	Staff time
	3. To continue to support the Jelly Piece Club to provide after school activities and regular trips for local primary school aged children	Jelly Piece Club continuing to provide support and expand its after school activities	Ongoing	Director	Provision of funding for these activities
	4. To continue to support Streetwise to provide youth diversionary activities for secondary school aged children	Continued support for Streetwise to provide youth workers	Ongoing	Director	Provision of funding for these activities

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<p>To develop a database of customer communication to capture and record</p> <p>Ensure the system identifies customer communication preferences and access requirements to staff prior to any contact / engagement.</p>	1. To undertake appropriate tenant profiling through information gathered from satisfaction surveys and any communications/contact with tenants	Developing effective tenant profiling systems and capturing customer preferences	Ongoing	Housing Manager	Staff time to develop profiling process.
	2. To record any access / communication requirements of attendees at engagement activities	To record customer access and communication preferences	Ongoing	Housing Manager /Maint Manager	Staff time to collate and analyse profile responses
	3. To develop a system to ensure customer preferences inform future communications / engagement	The successful development of a communications flagging system for staff	Ongoing	Housing Manager /Maint Manager	Development and training time
	4. To publicise that NVHA: <ul style="list-style-type: none"> • can make its public documents available in translated form, large print, on CD/data-to-voice, in Braille, available in large print, etc. on request • will provide a sign or language interpreters available on request 	Effective publicity within office and electronically	Ongoing	Director	Staff time and resources
<p>Develop a database of adapted properties to assess future community needs and ensure sensitive allocations of these properties</p>	1. To undertake an audit of NVHA properties to identify all adapted properties	Completion of property audit	Ongoing	Maint Manager	Staff time to conduct audit
	2. To develop a database which allows current adapted properties to be recorded, and all future adaptations to be added	Development of database	Ongoing	Maint Manager	Staff time to develop & maintain database

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To continue to harmonise rents across all NVHA properties to ensure tenants that no tenants are being treated less fairly than any other tenants	1. To continue to implement new Rent Policy (approved November 2020) to address discrepancies between the rents paid for similar properties	All rents to be brought in line with the new Rent Policy via a five year assimilation process	April 2025	Director/ Housing Manager	Staff time to continue to implement Policy
To collect, collate and analyse appropriate data, and use it to enhance NVHA's services, and assess how reflective NVHA is of its community	<p>1. Data collection – in accordance with the Scottish Housing Regulator's (SHR) guidance, NVHA shall collect a range of data regarding its tenants, prospective tenants, staff and committee members. NVHA will ensure data is collected, stored and used in accordance with all relevant data protection legislation</p> <p>The data will be compared against a range of local and national information including census data, information from the Scottish Index of Multiple Deprivation (SMID), etc.</p> <p>In accordance with SHR guidance this data should be used to monitor the following:</p> <ol style="list-style-type: none"> 1- Staff composition 2- Committee composition 3- Membership composition 4- Tenant composition 5- Housing applicant's composition 6- Composition of applicants wishing to join NVHA's staff or committee 	Relevant systems for data collection being developed and implemented in accordance with SHR guidance	As per regulatory guidance	Director	Staff time and resources

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Ensure equality of opportunity and treatment for all people in relation to the employment of staff Ensure all job adverts highlight that NVHA is an equal opportunities employer	<ol style="list-style-type: none"> To use EVH guidelines (consistent with those of the Equality and Human Rights Commission) when recruiting staff. This includes using objective scoring criteria when selecting for interview and identifying preferred candidates Monitoring applications for employment and, where applicable, reporting on this to the committee once an appointment has been made To guarantee interviews to all those who have a disability if they meet the minimum criteria for a job being advertised ("disability confident" scheme) To compile a monitoring report for the committee all filled vacancies including a breakdown of applicants, interviewees in relation to the protected characteristics outlined in the Equality Act (2010) 	Review and development of NVHA's recruitment processes, and taking action to ensure address any issues	Ongoing	Director	Staff time and resources
Be mindful of our equality's commitments in relation both to the procurement of contractors/consultants	<ol style="list-style-type: none"> To ensure contractor application forms include specific questions on equality and human rights compliance To refuse to use any contractor or consultant unable to satisfy NVHA's commitment to equal opportunities (for any reason), and terminate immediately any contract with a consultant or contractor who breaches this policy To ensure tenants and others are aware that contractors and consultants are required to observe NVHA's policy 	<p>Contractor application forms including specific questions</p> <p>Ensuring all contractors meet NVHA expectations</p> <p>Ensuring NVHA's expectations of contractors is included in relevant equalities information</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Maint Manager</p> <p>Maint Manager</p> <p>Maint Manager</p>	<p>Staff time and resources</p> <p>Staff time and resources</p> <p>Staff time and resources</p>